



TORO Analysis of Customer Service Representatives to License Clerks

INPUT SECTION:

Transfer	Title	O* NET	Filters		
From Title:	Customer Service Representatives	43-4051.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	License Clerks	43-4031.03	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:		95
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Ability TORQ		Skills TORQ		Knowledge TORQ	
Level		96	Level		96
			Level		91

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Written Expression	48	2	65	No Skills Upgrade Required!				Clerical	68	13	73
								Customer and Personal Service	76	1	88

LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between Customer Service Representatives and License Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Customer Service Representatives	License Clerks	Importance
Oral Comprehension	57	51	75
Oral Expression	57	53	75
Written Comprehension	55	50	72
Written Expression	46	48	65
Speech Recognition	62	41	62
Speech Clarity	48	44	62
Near Vision	55	51	59
Problem Sensitivity	53	42	53

Deductive Reasoning	51			44		50
Inductive Reasoning	48			42		50
Information Ordering	48			44		50
Selective Attention	42			39		50

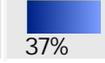
Skill Level Comparison - Abilities with importance scores over 69

Description	Customer Service Representatives	License Clerks	Importance
Active Listening	64 	 62	 83
Reading Comprehension	66 	 64	 80
Speaking	56 	 56	 76

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Customer Service Representatives	License Clerks	Importance
Customer and Personal Service	 75	 76	 88
Clerical	55 	 68	 73

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Customer Service Representatives	License Clerks	Description	Customer Service Representatives	License Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	4% 	0%	Master's Degree	0%	0%
2-4 years	27% 	24% 	Post-Bachelor Cert	0%	0%
1-2 years	33% 	25% 	Bachelors	10% 	0%
6-12 months	7% 	10% 	AA or Equiv	12% 	3% 
3-6 months	15% 	24% 	Some College	10% 	37% 
1-3 months	0%	0%	Post-Secondary Certificate	8% 	5% 
0-1 month	1% 	0%	High School Diploma or GED	51% 	54% 
None	10% 	15% 	No HSD or GED	6% 	0%

Customer Service Representatives

License Clerks

Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Short-term on-the-job training

Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

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Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

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Tasks

Customer Service Representatives

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Specific Tasks

Occupation Specific Tasks:

- Check to ensure that appropriate changes were made to resolve customers' problems.
- Compare disputed merchandise with original requisitions and information from invoices, and prepare invoices for returned goods.
- Complete contract forms, prepare change of address records, and issue service discontinuance orders, using computers.
- Confer with customers by telephone or in person in order to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints.
- Contact customers to respond to inquiries or to notify them of claim investigation results and any planned adjustments.

License Clerks

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Specific Tasks

Occupation Specific Tasks:

- Amend indictments when necessary, and endorse indictments with pertinent information.
- Answer inquiries from the general public regarding judicial procedures, court appearances, trial dates, adjournments, outstanding warrants, summonses, subpoenas, witness fees, and payment of fines.
- Collect court fees or fines, and record amounts collected.
- Conduct roll calls, and poll jurors.
- Direct support staff in handling of paperwork processed by clerks' offices.
- Examine legal documents submitted to



- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.
- Order tests that could determine the causes of product malfunctions.
- Recommend improvements in products, packaging, shipping, service, or billing methods and procedures to prevent future problems.
- Refer unresolved customer grievances to designated departments for further investigation.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
- Review claims adjustments with dealers, examining parts claimed to be defective and approving or disapproving dealers' claims.
- Review insurance policy terms to determine whether a particular loss is covered by insurance.
- Solicit sale of new or additional services or products.

Detailed Tasks

Detailed Work Activities:

- calculate rates for organization's products or services
- collect deposit or payment
- collect overdue bills
- conduct training for personnel
- detect discrepancies on records or reports
- examine financial documents to verify issue
- examine products or work to verify conformance to specifications
- fill out business or government forms
- interview customers
- maintain records, reports, or files
- maintain telephone logs
- make decisions
- obtain information from individuals
- prepare recommendations based upon research
- prepare reports
- provide customer service
- resolve customer or public complaints
- sell products or services

courts for adherence to laws or court procedures.

- Explain procedures or forms to parties in cases or to the general public.
- Follow procedures to secure courtrooms and exhibits such as money, drugs, and weapons.
- Instruct parties about timing of court appearances.
- Meet with judges, lawyers, parole officers, police, and social agency officials in order to coordinate the functions of the court.
- Open courts, calling them to order and announcing judges.
- Prepare and issue orders of the court, including probation orders, release documentation, sentencing information, and summonses.
- Prepare and mark all applicable court exhibits and evidence.
- Prepare courtrooms with paper, pens, water, easels, and electronic equipment, and ensure that recording equipment is working.
- Prepare dockets or calendars of cases to be called, using typewriters or computers.
- Prepare documents recording the outcomes of court proceedings.
- Read charges and related information to the court and, if necessary, record defendants' pleas.
- Record case dispositions, court orders, and arrangements made for payment of court fees.
- Record court proceedings, using recording equipment, or record minutes of court proceedings using stenotype machines or shorthand.
- Search files, and contact witnesses, attorneys, and litigants, in order to obtain information for the court.
- Swear in jury members, interpreters, witnesses and defendants.

Detailed Tasks

Detailed Work Activities:

- collect fees
- compile information for court cases
- compile itinerary of planned meetings or activities
- explain government rules or policies
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from witnesses, attorneys, or litigants
- relay information to proper officials
- take messages
- transcribe spoken or written information



- take messages
- type letters or correspondence
- use computers to enter, access or retrieve data
- use knowledge of investigation techniques
- use knowledge of written communication in sales work
- use telephone communication techniques
- write business correspondence

- transcribe spoken or written information
- use computer to transcribe testimony
- use computers to enter, access or retrieve data
- use interviewing procedures
- use shorthand writing procedures

Technology - Examples

Technology - Examples

Contact center software

- Multi-channel contact center software
- Timpani Contact Center
- Timpani Email

Customer relationship management CRM software

- Austin Logistics CallSelect
- Austin Logistics CallTech
- Austin Logistics Valeo
- Avidian Technologies Prophet
- Customer account management software
- Customer complaint ticketing management software
- Customer relationship management CRM software
- Customer service and support software
- Hosted Support ezSupport Pro
- Lynk Everest
- Parature eTicket
- Sales force automation software
- SSA Global software
- Telemation e-CRM

Data base user interface and query software

- Customer service knowledge generation software

Electronic mail software

- Astute Solutions PowerCenter
- IBM Lotus Notes
- Microsoft Outlook

Enterprise resource planning ERP software



• Intuit QuickBooks Enterprise Solutions software
• Sage MAS 200
Mobile messaging service software
• Unified messaging software
Network conferencing software
• Active Data Online WebChat
• eStara Softphone
• Parature eRealtime
• Timpani Chat
Office suite software
• Microsoft Office
Point of sale POS software
• Main Street Softworks Monetra
Spreadsheet software
• Microsoft Excel
Voice recognition software
• DSC Pacer Interactive Voice Response System
Word processing software
• Microsoft Word
Tools - Examples
• Autodialing systems
• Voice broadcasting systems
• Automatic call distribution ACD system
• Desktop computers
• Wireless telephone systems
• Global positioning system GPS devices
• On hold players
• Wireless telephone headsets
• Multi-line telephone systems
• Calling line identification equipment

Labor Market Comparison

Description	Customer Service Representatives	License Clerks	Difference
Median Wage	\$ 27,330	\$ 27,650	\$ 320



10th Percentile Wage	\$ 17,450	\$ 19,340	\$ 1,890
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 33,680	\$ 32,310	\$(1,370)
90th Percentile Wage	\$ 42,740	\$ 37,730	\$(5,010)
Mean Wage	\$ 28,780	\$ 27,780	\$(1,000)
Total Employment - 2007	8,100	1,190	-6,910
Employment Base - 2006	8,109	1,198	-6,911
Projected Employment - 2016	9,441	1,302	-8,139
Projected Job Growth - 2006-2016	16.4 %	8.7 %	-7.8 %
Projected Annual Openings - 2006-2016	359	37	-322

National Job Posting Trends

Trend for Customer Service Representatives

Trend for
License
Clerks

Job Trends from Indeed.com

— Customer Service Representative — License Clerk

Data from [Indeed](#)

Recommended Programs

Executive Assistant/Secretary

Executive Assistant/Executive Secretary. A program that prepares individuals to perform the duties of special assistants and/or personal secretaries for business executives and top management. Includes instruction in business communications, principles of business law, public relations, scheduling and travel management, secretarial accounting, filing systems and records management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, and professional standards and legal requirements.

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu



Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu
General Office/Clerical and Typing Services			
General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.			
Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Customer Service Representatives

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-4051.00	Customer Service Representatives	100	2	8,100	\$27,330.00	\$0.00	16%	359
43-9041.01	Insurance Claims Clerks	96	2	1,810	\$31,380.00	\$4,050.00	-8%	22
43-9041.02	Insurance Policy Processing Clerks	95	2	1,810	\$31,380.00	\$4,050.00	-8%	22
43-4031.03	License Clerks	95	2	1,190	\$27,650.00	\$320.00	9%	37
43-4011.00	Brokerage Clerks	94	3	270	\$39,120.00	\$11,790.00	-13%	8
13-2053.00	Insurance Underwriters	93	3	460	\$56,090.00	\$28,760.00	-1%	12
43-3021.02	Billing, Cost, and Rate Clerks	93	3	1,990	\$27,580.00	\$250.00	1%	28
43-4141.00	New Accounts Clerks	93	2	210	\$28,080.00	\$750.00	-14%	6
43-4131.00	Loan Interviewers and Clerks	93	2	770	\$28,060.00	\$730.00	-9%	14
43-6011.00	Executive Secretaries and Administrative Assistants	91	3	3,330	\$38,830.00	\$11,500.00	6%	76
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	91	3	450	\$36,790.00	\$9,460.00	5%	13
43-6014.00	Secretaries, Except Legal, Medical, and Executive	91	2	10,400	\$28,260.00	\$930.00	-6%	172
43-3051.00	Payroll and Timekeeping Clerks	91	3	650	\$30,470.00	\$3,140.00	-3%	17



29-2071.00	Medical Records and Health Information Technicians	90	3	760	\$29,180.00	\$1,850.00	16%	34
43-4031.01	Court Clerks	90	2	1,190	\$27,650.00	\$320.00	9%	37

Top Industries for License Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	66.94%	76,699	86,162	12.34%
State government, excluding education and hospitals	929200	27.45%	31,454	30,865	-1.87%
Self-employed workers, primary job	000601	2.57%	2,948	3,140	6.54%
Other support services	561900	1.93%	2,214	3,032	36.99%
Self-employed workers, secondary job	000602	0.10%	116	116	-0.45%

Top Industries for Customer Service Representatives

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Telephone call centers	561420	5.03%	110,675	126,965	14.72%
Employment services	561300	4.84%	106,483	148,245	39.22%
Depository credit intermediation	522100	4.77%	105,059	117,823	12.15%
Insurance agencies and brokerages	524210	4.41%	97,174	120,909	24.43%
Management of companies and enterprises	551100	2.99%	65,953	83,634	26.81%
Grocery stores	445100	2.59%	57,064	68,486	20.02%
Wireless telecommunications carriers (except satellite)	517200	2.46%	54,074	80,945	49.69%
Direct insurance (except life, health, and medical) carriers	524120	2.10%	46,190	53,107	14.98%
Wired telecommunications carriers	517100	1.74%	38,387	33,149	-13.64%
Local government, excluding education and hospitals	939300	1.69%	37,222	45,996	23.57%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	1.66%	36,455	48,088	31.91%
Electronic shopping and mail-order houses	454100	1.59%	35,119	48,321	37.59%
Computer systems design and related services	541500	1.52%	33,399	49,604	48.52%
Management, scientific, and technical consulting services	541600	1.49%	32,813	64,437	96.38%
Cable and other program distribution	517500	1.36%	30,016	44,718	48.98%